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6	UNITED STATES DISTRICT COURT DISTRICT OF ARIZONA					
7 8		Case No:				
9	FERNANDO GASTELUM,	VERIFIED COMPLAINT				
10	Plaintiff,	1. Americans with Disabilities				
l 1 l 2		Act 2. Negligence				
13	VS.	3. Negligent Misrepresentation				
14	HPTWN CORPORATION,	4. Failure to Disclose5. Fraud / Consumer Fraud				
15 16	Defendant.	JURY TRIAL REQUESTED				
17 18 19 20 21 22 23 24 25 26	INTRODUCTION 1. Plaintiff brings this action pursuant to the U.S.C. §12101 <i>et seq.</i> and corresponded Department of Justice Standards for Acceptance 2. Plaintiff's left leg is amputated below the a wheelchair or a prosthetic leg. Plaintificial is defined in 42 U.S.C. 12102 and 28 ceptance inter alia, "walking, standing, sitting, respectively."	he Americans with Disabilities Act, 42 ling regulations, 28 CFR Part 36 and cessible Design ("ADA"). The knee. Plaintiff moves with the aid of ff suffers from a disability as this term CFR §36.105 (c)(1)(i) which includes,				
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- 3. Plaintiff is constantly and relentlessly segregated and discriminated against, excluded, denied equal services, or otherwise treated differently than other individuals because of his disability, and has been denied the opportunity to participate in or benefit from services, facilities and opportunities available people without disabilities.
- 4. Plaintiff incorporates herein Congressional Findings and Purpose set forth in 42 U.S.C. §12-101 and 28 CFR §36.101.
- 5. Plaintiff is being subjected to discrimination on the basis of disability in violation of Subchapter III of the Americans with Disabilities Act or has reasonable ground to believe that that he is about to be subjected to discrimination in violation of 42 U.S.C. §12183.
- 6. Plaintiff alleges that he has actual notice that Defendant has failed to comply with Subchapter III of the ADA, 28 CFR 36 and the 2010 Standards of Accessibility Design ("2010 Standards") as more fully alleged below.
- 7. Plaintiff alleges that he has no obligation to engage in futile gestures as referenced in 42 U.S.C. §12188(A)(1) and 28 C.F.R. Subpart E
- 8. Defendant has discriminated against Plaintiff by the following actions and failures to act –

a.	Failing to make reasonable modifications in policies, practices, or
	procedures which are necessary to afford Plaintiff and others similarly
	situated accessibility to Defendant's place of public accommodation, thus
	violating 42 U.S.C. §12182(b)(2)(A)(ii) and 28 C.F.R. §36.302(a); and

- b. Failing to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, thus violating 42 U.S.C. §12182(b)(2)(A)(iii); and
- c. Failing to remove architectural barriers where such removal is readily achievable, thus violating 42 U.S.C. §12182(b)(2)(A)(iii), 28 CFR 36 and the 2010 Standards..

PARTIES

- 9. Plaintiff is a disabled person and a committed individual to advance the time when places of public accommodations will be compliant with the ADA. Plaintiff resides in Casa Grande, Arizona.
- 10.Plaintiff's disability includes the amputation of the left leg below the knee.

 Plaintiff moves with the use of a wheelchair, walker and/or a prostethis.
- 11.Defendant, HPTWN CORPORATION, D/B/A Radisson Hotel Phoenix Airport, owns and/or operates hotel at 427 N. 44th Street, Phoenix, AZ 85021 which is a public accommodation pursuant to 42 U.S.C. § 12181(7)(A)

which offers public lodging services *See* 28 CFR §36.104 and a listing of public accommodations in 42 U.S.C. §12181(7).

JURISDICTION

- 12.District Court has jurisdiction over this case or controversy by virtue of 28 U.S.C. §§ 28-1331 and 42 U.S.C. § 12188 and 28 U.S.C. § 1367.
- 13. Plaintiff brings this action as a private attorney general who has been personally subjected to discrimination on the basis of his disability, *see* 42 U.S.C.12188 and 28 CFR §36.501.
- 14. Venue is proper pursuant to 28 U.S.C. § 1391.

STANDING TO SUE JURISDICTION

- 15. Plaintiff reviewed 3rd party and 1st party lodging websites to book an ambulatory and wheelchair accessible room. Plaintiff was denied equal opportunity to use and enjoyment of a critical public accommodation through Defendant's acts of discrimination and segregation alleged below.
- 16.Plaintiff intends to book a room at the Defendant's hotel once Defendant has removed all accessibility barriers, including the ones not specifically referenced herein, and has fully complied with the ADA.
- 17. Because of Defendant's denial of Plaintiff's use and enjoyment of a critical public accommodation through Defendant's acts of discrimination and segregation, he is deterred from visiting that accommodation by accessibility barriers and other violations of the ADA.

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27 28 18. Defendant has denied Plaintiff -

- a. The opportunity to participate in or benefit from the goods, services, facilities, privileges, advantages, or accommodations at its hotel.
- b. The right to be included in the population at large who benefits from Defendant's hotel without being segregated because his disability.
- 19. Plaintiff intends to book a room at Defendant's hotel in the future but he will likely suffer repeated injury unless and until the barriers of accessibility and ambulatory and wheelchair accessibility barriers have been removed.

CONTINUING JURISDICTION

- 20.ADA violations which form the subject matter of this Verified Complaint change frequently due to regular maintenance, remodels, repairs, and normal wear and tear.
- 21. Defendant's ADA Violations are of the type that can reasonably be expected to start up again, allowing Defendant to be free to return to the old ways' after the threat of a lawsuit had passed.
- 22. If one or more ADA violation are cured, Plaintiff alleges that they were cured and timed to anticipate the current lawsuit, and not as a good faith effort to comply with the ADA.
- 23. To remedy the violations of 28 CFR 36.302(e), Defendant would be required not only to modify all 1st and 3rd party lodging websites, but would be required to do so truthfully and accurately.

1 2 **COUNT ONE** 3 Violation of Plaintiff's Civil Rights under the ADA 4 5 24. Plaintiff realleges all allegations heretofore set forth. 6 25. By virtue of his disability, Plaintiff requires an ADA compliant lodging facility 7 particularly applicable to his mobility, both ambulatory and wheelchair assisted. 9 26.On or about January 15, 2018 Plaintiff intended to visit Phoenix and spend the 10 night there. He visited a 3rd party website www.expedia.com to book a room. 11 27.3rd party website disclosed general availability and description of Defendant's 12 13 hotel. 14 28.3rd party website failed to identify and describe mobility related accessibility 15 features and guest rooms offered through its reservations service in enough 16 17 detail to reasonably permit Plaintiff to assess independently whether 18 Defendant's hotel meets his accessibility needs. 19 29. The 3rd party website did state: Accessibility 20 21 If you have requests for specific accessibility needs, please note them at check-out when you book your room. 22 23 Accessible bathroom In-room accessibility 24 30.3rd party website failed to disclose the following accessibility features in 25 26 enough detail to reasonably permit Plaintiff to assess independently whether

Defendant's hotel and guest rooms meets his accessibility needs:

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1	1.	Whether sales and service elements comply with §227 of the 2010
2		Standards; and
3	m.	Whether any saunas and steam rooms comply with §§241 and 612 of the
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6		2010 Standards; and
7	n.	Whether any swimming pools, wading pools and spas comply with
8		§§242 and 1009 of the 2010 Standards; and
9	0.	Whether floor and ground surfaces comply with §302 of the 2010
10		Standards; and
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12	p.	Whether changes in level comply with §303 of the 2010 Standards; and
13	q.	Whether turning spaces comply with § 304 of the 2010 Standards; and
4	r.	Whether floor and ground spaces comply with §305 of the 2010
l5 l6		Standards; and
17	_	
18	S.	Whether knee and toes clearances comply with §306 of the 2010
19		Standards; and
20	t.	Whether protruding objects comply with §307 of the 2010 Standards; and
21	u.	Whether the reach ranges comply with §308 of the 2010 Standards; and
22		Whether the energine nexts on accessible factures comply with \$200 of
23	V.	Whether the operating parts on accessible features comply with §309 of
24		the 2010 Standards; and
25	w.	Whether accessible routes comply with §402 of the 2010 Standards; and
26	x	Whether walking surfaces comply with §403 of the 2010 Standards; and
27	11.	
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y.	Whether	doors,	doorways	and	gates	comply	with	§404	of	the	2010
	Standards	s: and									

- z. Whether ramps comply with § 405 of the 2010 Standards; and aa. Whether curb ramps comply with §406 of the 2010 Standards; and bb. Whether any elevators comply with §407 of the 2010 Standards; and cc. Whether any platform lifts comply with §410 of the 2010 Standards; and dd. Whether any stairways comply with §504 of the 2010 Standards; and ee. Whether handrails on elements requiring handrails comply with §505 of the 2010 Standards; and
- ff. Whether the plumbing facilities comply with Chapter 6 of the 2010 Standards with respect to all the following subchapters of Chapter 6: §§ 602 (drinking fountains), 603 (toilets and bathing rooms), 604 (water closets and toilet compartments, 605 (urinals), 606 (lavatories and sinks), 607 (bathtubs), 607 (shower compartments), 608 (grab bars), 610 (seats in bathtubs and shower compartments), and
- gg. Whether service counters comply with 904 of the 2010 Standards.
- 31. Thereafter, Plaintiff consulted Defendant's 1st party website www.radisson.com to determine the information unavailable from the third-party website.
- 32.1st party website stated-
- "Accessibility Features
- We understand that accessibility is important to our guests. This hotel has accessible rooms that may include the following accessible features:
 - Amenities within accessible range to reach

1	Closed caption decoder
2	Controls operable without grasping or twisting
3	Lever hardware Poll in shower
	 Roll-in shower Text telephone (TTY/TDD/TT)
4	Grab bars alongside toilet
5	Grab bars by tub
6	Transfer seat to tubAudio and visual emergency warning devices
7	 Addio and visual emergency warming devices Short stature accessibility kit - available upon request
8	Wider guest room and bathroom doorways
	Wheelchair-accessible lobby
9	 Wheelchair-accessible public entrance Wheelchair-accessible public restrooms
10	Wheelchair available – on request
11	Please contact the hotel to confirm if an accessible room will meet your needs or
12	
13	if you have other questions."
14	33. Thereafter Plaintiff called Defendant's hotel to inquire whether it was
15	compliant with the ADA and suitable for Plaintiff's accessibility needs.
1617	34.Plaintiff spoke with hotel reservations clerks, Todd and Desirae. Plaintiff
18	specifically inquired whether Defendant's hotel was compliant with the
19	Americans with Disabilities Act and compliant with the specific requirements
20	of aggesibility
21	of accessibility.
22	35.Reservations clerk, Desirae, responded that the hotel was compliant with the
23	Americans with Disabilities Act.
24	36.Plaintiff subsequently visited the hotel to independently verify that it was, at
25	bon raman subsequently visited the noter to independently verify that it was, at
26	least on the outside, suitable to accommodate his disability.
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- 37. Upon inspection Plaintiff was approached by a man named Ramiro, who introduced himself as the chief engineer for the hotel. After inquiring about the inspection, he was allowed to continue.
- 38.Plaintiff noted that the hotel was not compliant with the ADA and was replete with accessibility barriers in the details which include, without limitation, the following areas of non-compliance:
 - a. 502.3. Multiple access aisles do not adjoin an accessible route.
 - b. 502.3.1. At least one of the access aisles has a width less than the required 60 inches.
 - c. **502.4.** Multiple accessible parking spaces have a cross slope steeper than 1:48 inches.
 - d. **502.6.** Multiple signs used for accessible parking are lower than the required60 inch minimum from the ground to the bottom of the sign.
 - e. **405.2.** The curb ramp near the accessible parking on the eastern side of the hotel has a running slope steeper than 1:12 inches.
 - f. **405.8.** The ramp leading to the pool has a rise greater than 6 inches, but does not have a handrail on one side.
 - g. **406.2.** The counter slope of the adjoining road surface to the curb ramp is steeper than 1:20 inches.
 - h. **403.3.** There are numerous walking surfaces on accessible routes that have a cross slope steeper than 1:48 inches.

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WHEREFORE, Plaintiff prays for all relief as follows:

- A. Relief described in 42 U.S.C. $\S 2000a 3$; and
- B. Relief described in 42 U.S.C. § 12188(a) and (b) and, particularly -

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- C. Injunctive relief order to alter Defendant's place of public accommodation to make it readily accessible to and usable by ALL individuals with disabilities; and
- D. Requiring the provision of an auxiliary aid or service, modification of a
 policy, or provision of alternative methods, to the extent required by
 Subchapter III of the ADA; and
- E. Equitable nominal damages in the amount of \$1.00; and
- F. For costs, expenses and attorney's fees; and
- G. All remedies provided for in 28 C.F.R. 36.501(a) and (b).

COUNT TWO

Negligence

- 42. Plaintiff realleges all allegations heretofore set forth.
- 43.Defendant had a duty to Plaintiff to remove ADA accessibility barriers so that Plaintiff as a disabled individual would have full and equal access to the public accommodation.
- 44. Defendant breached this duty.
- 45.Defendant is or should be aware that, historically, society has tended to isolate and segregate individuals with disabilities, and, despite some improvements,

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² 42 U.S.C. §12101(a)(3) 28

³ 42 U.S.C. §12101(a)(5)

¹ 42 U.S.C. § 12101(a)(2)

such forms of discrimination against individuals with disabilities continue to be a serious and pervasive social problem¹.

- 46. Defendant knowingly and intentionally participated in this historical discrimination against Plaintiff, causing Plaintiff damage.
- 47. Discrimination against individuals with disabilities persists in the use and enjoyment of critical public accommodations².
- 48.Defendant's knowing and intentional persistence in discrimination against Plaintiff is alleged, causing Plaintiff damage.
- 49. Individuals with disabilities, including Plaintiff, continually encounter various forms of discrimination, including outright intentional exclusion, the discriminatory effects of architectural, overprotective rules and policies, failure to make modifications to existing facilities and practices, exclusionary qualification standards and criteria, segregation, and relegation to lesser services, programs, activities, benefits, jobs, or other opportunities³.
- 50. Defendant's knowing and intentional discrimination against Plaintiff reinforces above forms of discrimination, causing Plaintiff damage.
- 51. Census data, national polls, and other studies have documented that people with disabilities, as a group, occupy an inferior status in our society, and are

28 | 6 42 U.S.C. §12101(a)(8)

severely disadvantaged socially, vocationally, economically, and educationally⁴.

- 52.Defendant's knowing and intentional discrimination has relegated Plaintiff to an inferior status in society, causing Plaintiff damage.
- 53. The Nation's proper goals regarding individuals with disabilities are to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for such individuals⁵.
- 54.Defendant's knowing and intentional discrimination has worked counter to our Nation's goals of equality, causing Plaintiff damage.
- 55.Continued existence of unfair and unnecessary discrimination and prejudice denies people with disabilities the opportunity to compete on an equal basis and to pursue those opportunities for which our free society is justifiably famous, and costs the United States billions of dollars in unnecessary expenses resulting from dependency and nonproductivity⁶.
- 56.Defendant's knowing and intentional unfair and unnecessary discrimination against Plaintiff demonstrates Defendant's knowing and intentional damage to Plaintiff.

⁴ 42 U.S.C. §12101(a)(6)

⁵ 42 U.S.C. §12101(a)(7)

- 57. Defendant's breach of duty caused Plaintiff damages including, without limitation, the feeling of segregation, discrimination, relegation to second class citizen status the pain, suffering and emotional damages inherent to discrimination and segregation and other damages to be proven at trial.
- 58.By violating Plaintiff's civil rights, Defendant engaged in intentional, aggravated and outrageous conduct.
- 59. The ADA has been the law of the land since 1991, but Defendant engaged in a conscious action of a reprehensible character, that is, Defendant denied Plaintiff his civil rights, and cause him damage by virtue of segregation, discrimination, relegation to second class citizen status the pain, suffering and emotional damages inherent to discrimination and segregation and other damages to be proven at trial
- 60.Defendant either intended to cause injury to Plaintiff or defendant consciously pursued a course of conduct knowing that it created a substantial risk of significant harm to Plaintiff.
- 61.Defendant is liable to Plaintiff for punitive damages in an amount to be proven at trial sufficient, however, to deter this Defendant and others similarly situated from pursuing similar acts.

WHEREFORE, Plaintiff prays for relief as follows:

- A. For finding of negligence; and
- B. For damages in an amount to be proven at trial; and

1	C. For punitive damages to be proven at trial; and
2	D. For such other and further relief as the Court may deem just and proper.
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4	COLINE TUDEE
5	COUNT THREE Negligent Misrepresentation
6	62.Plaintiff realleges all allegations heretofore set forth.
7	62.1 familiff fearleges an anegations heretofore set forth.
8	63.Defendant failed to exercise reasonable care or competence in obtaining or
9	communicating the information regarding ADA compliance to Plaintiff both on
10 11	the websites and telephonically.
12	64.Defendant hotel supplied false information to Plaintiff for guidance in
13	Plaintiff's business transaction, to wit: the renting of a hotel room.
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15	65.Defendant's false statement was made in the course of Defendant's business in
16	which Defendant has a pecuniary interest, to wit: renting of rooms.
17	66.Plaintiff justifiably relied on Defendant's false information.
18	67. Plaintiff has suffered pecuniary losses as a result of his reliance on Defendant's
19	
20	false information regarding ADA compliance, to wit: he spent time, effort and
21	resources.
22 23	68.Defendant either intended to cause injury to Plaintiff or defendant consciously
24	pursued a course of conduct knowing that it created a substantial risk of
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26	significant harm to Plaintiff.
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1	69.Defendant is liable to Plaintiff for punitive damages in an amount to be proven
2	at trial sufficient, however, to deter this Defendant and others similarly situated
3	from pursuing similar acts.
4	from pursuing similar acts.
5	WHEREFORE, Plaintiff prays for relief as follows:
6	A. For finding of negligent misrepresentation; and
7	D. For demograph on amount to be proven at trial, and
8	B. For damages in an amount to be proven at trial; and
9	C. For punitive damages to be proven at trial; and
10	D. For such other and further relief as the Court may deem just and proper.
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13	COUNT FOUR Failure to Disclose
14	Tandic to Disclose
15	70.Plaintiff realleges all allegations heretofore set forth.
16	71.Defendant was under a duty to Plaintiff to exercise reasonable care to disclose
17	matters required to be disclosed pursuant to 28 CFR 36.302(e) as more fully
18	matters required to be disclosed pursuant to 20 Cr R 50.302(c) as more runy
19	alleged above.
20	72.Defendant was under a duty to disclose matters to Plaintiff that Defendant knew
21	were recognize to be displaced to provent Plaintiff to be misled by partial
22	were necessary to be disclosed to prevent Plaintiff to be misled by partial
23	disclosures of ADA compliance as more fully alleged above.
24	73. The compliance with the ADA is a fact basic to the transaction.
25	74.Defendant failed to make the necessary disclosures.
74. Defendant failed to make the necessary disclosures.	

75.As a direct consequence of Defendant's failure to disclose, Plaintiff visited the

hotel, but did not book a room because of its non-compliance with the ADA.

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falsity thereof.

1	84.Defendant intended that Plaintiff rely on the false representation.	
2	85.Plaintiff reasonably relied on the misrepresentation.	
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4	86. Plaintiff has a right to rely on the misrepresentation.	
5	87.Plaintiff was consequently and proximately damaged by Defendant's	
6	misrepresentation.	
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8	88.Defendant's misrepresentation was made in connection with the sale or	
9	advertisement of merchandise with the intent that Plaintiff rely on it.	
10	89.Renting of hotel rooms is "merchandise" as this term is defined in A.R.S. §44-	
11	67. Renting of noter rooms is increnancise as this term is defined in A.R.S. 944-	
12	1521(5).	
13	90. Plaintiff relied on the misrepresentation.	
14	91.Plaintiff suffered an injury resulting from the false misrepresentation	
15	191.1 familiar surrefect an injury resulting from the faise misrepresentation	
16	92.Defendant either intended to cause injury to Plaintiff or defendant consciously	
17	pursued a course of conduct knowing that it created a substantial risk of	
18	significant harm to Digintiff	
19	significant harm to Plaintiff.	
20	93.Defendant is liable to Plaintiff for punitive damages in an amount to be proven	
21	at trial sufficient, however, to deter this Defendant and others similarly situated	
22	from purcuing similar acts	
23	from pursuing similar acts.	
24	WHEREFORE, Plaintiff prays for relief as follows:	
25	A. For finding of that Defendant failed to disclose information; and	
26	D. For damages in an amount to be proven at trial, and	
27	B. For damages in an amount to be proven at trial; and	
28	C. For punitive damages to be proven at trial; and	

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